

7425 – Automated Call Distribution Systems (ACD) - Best Practice Recommendations:

- Reports can be extracted from the ACD database that will provide valuable information about the number and nature of calls taken. This data must be reviewed monthly and stored for possible Service Level graphing. Information about the number of calls taken by time period, the number of calls answered by a given agent, the average length of caller wait times, etc. can be reviewed. By retrieving and reviewing this data on a regular basis, management decisions can be made on the need for adding staff by time of day, day of week or on special occasions.